Assessment Exercise

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**Introduction**

Transactions are a part and parcel of modern-day businesses. This is equally true for retail businesses all over the world, where one cannot escape the importance of money business activities. This is the same case with Grand View Grocers Corporation in Florida. It is a store that has to deal with sales and purchase on a daily basis. Recently, the authorities found that cashiers are performing impressively in other places due to their training, and their turnover has increased magnificently in recent times. Generally, cashiers are entrusted with several diversified tasks such as receiving payments, issuing receipts, providing customer service, resolving complaints and maintaining balance sheets. As a result, it is the need of the hour that there must be some on-the-job training for the cashiers in stores, as they are at the core of retail businesses. Several strategies are used for the training of this human resource, but it is advisable to choose only that method which serves the purpose in the best manner possible.

**Discussion**

In order to improve the performance of cashiers, it is mandatory to reform their on-the-job training process. Recently, the idea of developing human resources has gained traction, and now managers consider it an important ingredient in any organization. Since, cashiers are very important when it comes to the success of any business, training and development managers need to modify their training process. Basically, cashiers in the Grand View Grocers need to be equipped with a specific set of skills such as interpersonal relationships, getting and processing information and managing customers directly. As this modern era is all about information and technology, numerous training methods have evolved based on modern technological practices to serve the purposes of several organizations. Cashiers are the front-line officers in a business, and they must be trained to perform their jobs skillfully before anything else. So, to furnish their public relations skills, many methods are employed. The traditional classroom method is the first training method, where the employers or the managers inform them about the basic inputs and outputs of the system. This method is usually called apprenticeship. In this classroom method, several lectures are delivered that mainly focus on different aspects such as customer satisfaction, efficiency, and accuracy in transactions. Socratic Method can also be employed in classroom structures to effectively train cashiers in their job-related tasks. Another on-the-job training method is the interactive method. In this method, managers use several interactive techniques and methodologies to train and develop his workers. Some notable interactive methodologies are case studies, group activities, role playing and several demonstrations. Computer-based training and e-learning method is another addition to training and development methods. Here, cashiers need to learn and adopt technology to process and receive information. Computer-based methods are duly employed when several people need to be trained simultaneously in order to save time and energy. Another method to guide cashiers is video training which uses countless visual aids and online systems to accouter workers efficiently. Hence, the science of human resource management is immensely important and it has several training and development methods contingent upon the nature of the work.

Human resource management is a complex affair and proper care must be given to the nature of the work before selecting any type of training and developmental methods for the workers. Here, as it is about the training of cashiers that are dealing with the public directly and every day, thus, their training method must be such that it is all-comprehensive and elaborate in its approach. Though, there are numerous techniques and methods to train people on-the-job, my choice for on-the job training process for cashiers is, undoubtedly, the traditional classroom method combined with the interactive approach. This is basically a reformed version of the classroom technique where the trainees will be able to learn the basics of the business in an informed manner under the direct supervisor of a supervisor (“On-the-job training methods (Workplace training) - How it give companies a competitive edge?,” n.d.). This is the training method that is combining the best of both worlds- mixing interactive puzzles, case studies, discussions with the old and formal classroom environment. Everyday personal interaction with the supervisor will have a positive effect on the learning process and cashiers will learn even the most complex tasks easily and quickly. Furthermore, it will build a strong relationship among the people in the business as everyone will gather together for training on a regular basis. As a matter of fact, the element of coaching is what makes classrooms quite informative and resourceful in substance. In addition, this will increase the efficacy of the cashiers because of their constant engagement with the employer or supervisor. This personal interaction is extremely healthy for those working under managers. This technique has the potential to stimulate the workers enough to make them feel inclined to work through various interactive and stimulating techniques. Cashiers will also get a sense of ownership of their work when they are being trained thoroughly into the system in this way. Nevertheless, some people also follow the approach of hands-on training which occurs when employees are put directly into the business environment, but it works well only when people are trained conceptually before encountering the situation first-hand.

**Conclusion**

To summarize, on-the job training process for cashiers is an extremely important task and holds great significance for the managers. This training has the potential to uplift the performance of individuals, dramatically and immediately. It is high time that proper methods are employed to train cashiers efficiently and effectively.

**References**

On-the-job training methods (Workplace training) - How it give companies a competitive edge? - What is Human Resource? (Defined) Human Resource Management Topics - Labour Laws - High Courts & Supreme Court Citation - Case Laws. (n.d.).